

## Tasks for Incorporating Informed Choice Philosophy

1. Revise the seventh W-2 philosophical statement to remove the phrase “light touch” and emphasize agencies’ responsibility to help applicants make informed choices about available services.
2. Review W-2 policy and make necessary changes to reflect new philosophy. Policy areas to be revised include:
  - *Under Resources Specialist role:*
    - Provides information about all employment and supportive services available through the W-2 agency, Job Center, county/human services and other pertinent community-based services.
    - Uses the philosophy of “informed choice” when helping the individual decide whether or not to pursue services.
  - *W-2 Participant Flow and Access to Services Model:* Update role of Resource Specialist in the flow. Note: This is a diagram representing the flow of an individual entering a Job Center for services.
  - *W-2 Diversion policy:* Add language to emphasize informed choice philosophy.
  - *Other:* Additional changes may be identified as we review existing policy.
3. Consult with advisory bodies including:
  - Contract & Implementation Committee
  - Milwaukee W-2 Monitoring Committee meeting
4. Communicate philosophy and policy changes to W-2 agencies and other interested parties through the following:
  - *New Worker Training:*
  - *Regional Meetings:* Each region of the state conducts an information-sharing meeting at least bi-monthly. This is an excellent forum for the Department to share the policy changes with the management levels of the W-2 agencies and answer any questions.
  - *Administrator’s Memo:* Provides an opportunity to communicate directly to high-level management about the changes in philosophy and how it will impact the role of the resource specialist and diversion policy.
  - *Operations Memo:* This memo will lay out the new policy and technical aspects of implementing the policy changes.
  - *W-2 Manual:* A special release will be prepared to issue the policy changes following the release of the Administrator’s Memo and Operations Memo.
  - *Revisions to Brochures:* Two W-2 brochures, (W-2 Red, White and Blue brochure and Building a Better Safety Net) would need significant revisions to bring them up-to-date. DWS will review the brochures and determine need for content change. A vendor will be contracted with to design a new brochure.
  - *FEP Conference:* A group is being established to plan the conference and it’s objectives.

## **Timeline for Implementation of Informed Choice Philosophy**

### **March 2002:**

- Draft the language for “Informed Choice” philosophical statement.

### **April 2002:**

- Present draft “Informed Choice” philosophical statement to Milwaukee W-2 Monitoring Committee.
- Present “Informed Choice” philosophical statement and assign to sub-committee of the C&I Committee to review and come back with recommendations at the May meeting.
- Review current W-2 Policy to determine needed revisions.

### **May 2002**

- Present recommendations for revisions to W-2 Policy at Milwaukee W-2 Monitoring Committee.
- Present recommendations for revisions to W-2 Policy at C&I Committee.
- Begin DWS review of W-2 brochures for content changes.

### **June 2002**

- Release Administrator’s Memo and Operations Memo.

### **June/July 2002**

- Present at W-2 Regional Meetings.

### **July 2002**

- Issue W-2 Manual release to W-2 agencies.
- Contract with vendor to design new W-2 brochure.

### **Fall 2002**

- Finalize new W-2 brochure and send to print.
- Incorporate philosophy and policy into workshop at FEP Conference.